

President's Letter

MONTEFIORE



STEVEN M. SAFYER, MD

Dear Colleagues:

At Montefiore, our primary mission is to provide the highest quality of care to our patients and families. We all know how important it is that patients trust their doctors, nurses and other healthcare professionals. They also must trust our organization and believe that everyone who works here respects and obeys the law and adheres to the highest standards of professional and ethical conduct.

The Compliance Program was launched to enhance the atmosphere of integrity, sound judgment and mutual respect at Montefiore. The program is meant to ensure that everything we do conforms to existing policies and procedures and to all applicable laws and regulations. It is designed to guide behavior to help prevent problems from occurring. If they do, it provides a framework for their resolution.

A key element of the Compliance Program is the Code of Conduct, which covers issues in a broad range of areas, including quality of care, billing and coding, human resources and environmental safety. The Code is central to how we must conduct ourselves. The Code is provided to all new associates and should be reviewed regularly by everyone. If you are a manager or supervisor, you have an obligation to ensure that associates reporting to you understand and adhere to the Code of Conduct and that they understand the importance of the Compliance Program and follow relevant policies and procedures appropriately. The Code of Conduct can be found on the Montefiore intranet site on the Compliance Program page.

Everyone has a duty to report suspected violations. If you become aware of any activity you think may be in conflict with the Code of Conduct or the Compliance Program, you should contact your supervisor. If you are not comfortable reporting a suspected violation to your supervisor or if you continue to have concerns even after something has been reported, you should bring the issue to the attention of your next level of supervision or to the Compliance Office. The Compliance Office has established a confidential hotline to enable associates to report problems or to get answers to questions. The hotline number is 1-800-MMC-8595. It is not a substitute for working through established reporting structures or grievance policies and should be used only after you have tried these options.

Your concerns are very important to Montefiore and will be addressed. Please be assured that should you report conduct that you believe to be improper, you will be protected from retaliation. All of us have a stake in upholding the values that are central to our organization and to our mission. The Compliance Program provides us with valuable guidance and support. I cannot overstate its importance and thank you for giving it your full attention and cooperation.

Sincerely,

Steven M. Safyer, MD